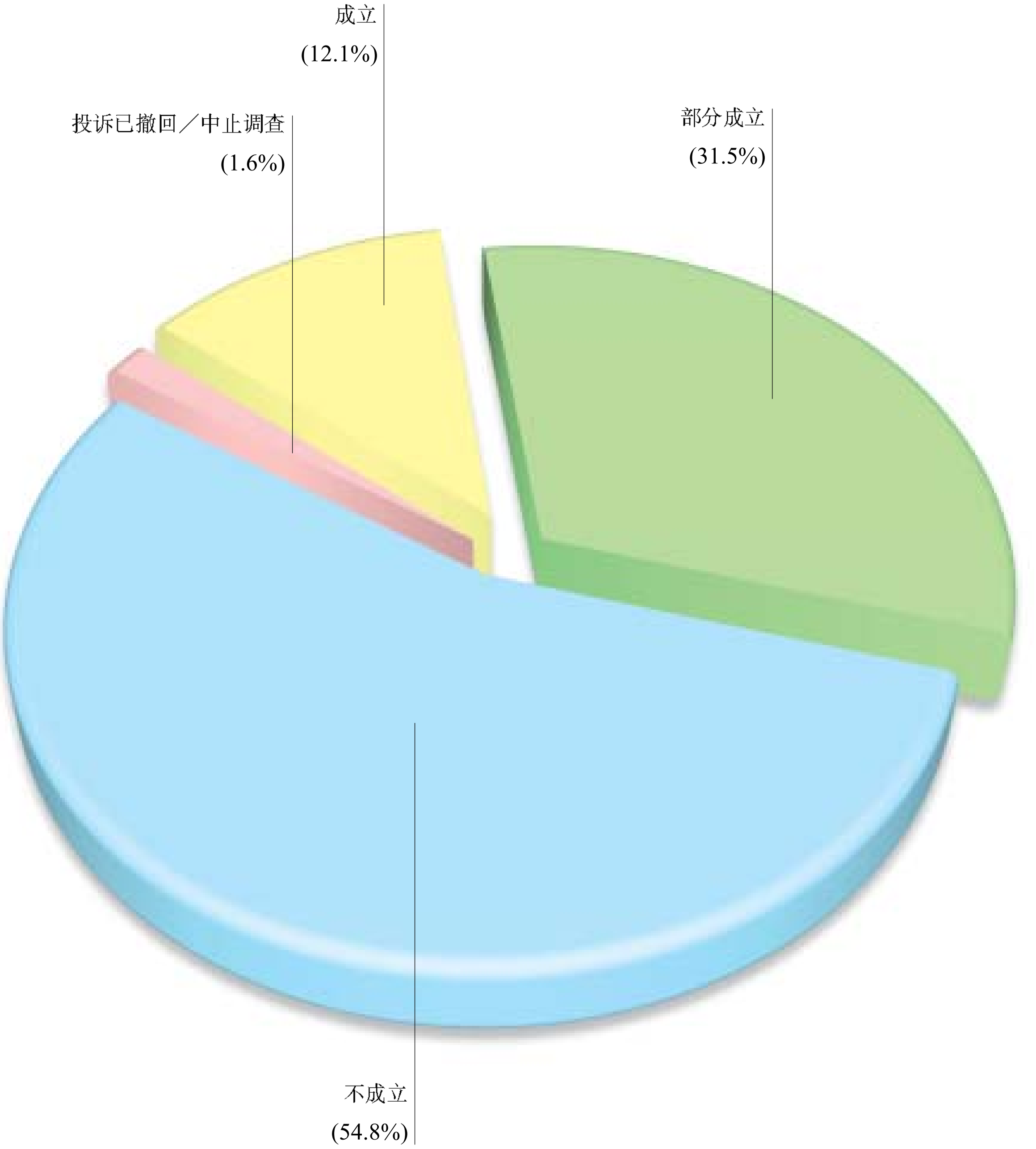正式调查的投诉个案结果：124 宗